Pugliese, Holly

Holly A. Pugliese
Office of Transportation and Air Quality
US EPA
734.214.4288
pugliese.holly@epa.gov
----- Forwarded by Holly Pugliese/AA/USEPA/US on 10/27/2015 08:53 AM -----

From: vwemporium EPA
To: Kurt.Immekus@vw.com,
Cc: Holly Pugliese/AA/USEPA/US@EPA
Date: 05/12/2010 04:13 PM
Subject: Re: New VW and Audi Immobilizer Program GEKO ID request

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Hello Kurt, Vwgoa

I understand you asked Uwe Ross why you didn't understand why I didn't want to get a LSID from NASTF.

I can tell you this is not the case. I was told by people at VW that this was not a requirement and was an additional rule put into effect for locksmiths for a change in some laws recently. I was told since I already belonged in the PIN program I was already signed up and only needed to request my username and password. I was told this directly from the Extern department at VWAG.
I requested certain information because I have made investments in the required equipment in order to repair these cars on the same level as a dealer tech is given. I requested nothing more.

I know for a documented fact VW has given IRF's Geko username and passwords without having to get a NASTF LSID.

Even recently when I called the support center I was told you didn't have to sign up for NASTF but when I told him who I was, he recanted and said the rule had recently changed that month and he was not aware of it.

I have been requesting this information since 2008 and all of 2009 in to 2010.
When you requested I go to NASTF a year ago via techinfo email the links were not in force and NASTF was not yet ready. Hence I couldn't move forward with the LSID process of your application.
In Dec 2009 I also received an email where links for over a month were inactive.

So now that your stance with proper documentation was submitted to the EPA I have followed the rules you set fourth with the LSID # because this is what Holly P. at the EPA advised me of. So I did this.

I have no ill intentions and can assure you I will and have never performed immobilizer work without getting proper documentation.
I want it more for being able to fix the cars right, when it is something I require.

I'm sorry, I actually care about what I do here and your dealer network seems to not. I didn't get this reputation for fixing cars your network cant because your company or franchised dealers did the right thing. Now I was also told you were informed of the issue I had with the ABS coding in my 2009 TDI.

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I am not looking to be a pain in the ass to anyone here. I just want to have fun and fix cars right, that's all.

Since you are in charge of Geko maybe you should look this one up done by a dealer in Ohio which didn't get done right and was a total fubar of your system. 2006 Jetta. EPA (b) (6)
I fixed this car I might add through the mail with **_proper documentation_** and took a tech call to get him online on SAT the 8th so it was this weekend for a current example.
Your dealer was Northland VW Cincinnati Ohio 45212
New key was sold failed to program and damage key RFID
New cluster was sold and failed 050 swap via GFF or geko. (I believe the power went out or a net connection may have been lost during the session)

Miles were entered in new cluster but no vin or key data.
Old orginal cluster was damaged I verified for key coil circuit would not recognize keys.

I fixed the new cluster and defaulted it.
I bought two new keys from VW and married.
I married the engine ECU and updated the programming to 07K-906-032AR_6703 to 6788
I retained the original immo id of old ECU and cluster also Vln data.
Upload/download feature is a great tool if you actually know how to use it.

Now your dealer should of found out what was going on here but instead told the customer your car is a parts car. That also came from the area rep in that area. So I was searched for on the web and there you go. This person was at your door step and you kicked him where it counts.

I my opinion VW owes this guy an apology at the very least.

So I don't know who's pissed at me at VW and I really don't care, but you guys need to fix this stuff because your making people leave and drive Toyota and Hondas. I don't work on those.

I personally feel I have the right to work on my own car. I also feel you guys have deliberately given me the run around as do many others that are supervising this entire process, since 2008. It has been documented to Congressional leaders / State/Federal Govt agencies and News media
Sorry for being a pain in your side Kurt but a lot of people count on me. I will search until I know what an issue is. I don't give up.
I'm not a VW dealer.

Regards,

Jack Shapiro

-----Original Message-----
From: Immekus, Kurt <Kurt.Immekus@vw.com>
To: vwemporium EPA (b)
Sent: Tue, May 11, 2010 2:57 pm
Subject: RE: New VW and Audi Immobilizer Program GEKO ID request

Thank You
Kurt Immekus

From: vwemporium E EPA (b) (6)

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Sent: Tuesday, May 11, 2010 2:50 PM
To: Immekus, Kurt; VWoA Tech Info; vwgoa@arvatousa.com
Cc: Pugliese.Holly@epamail.epa.gov
Subject: Fwd: New VW and Audi Immobilizer Program GEKO ID request

Hello Kurt, Vwgoa, Arvato,

Correction, Uwe Ross said you left him a message on Thursday the 6th, he was on vacation.
He has advised me he will be returning your call.
To keep you advised of what I have knowledge of.
However, Mr. Bierdümpfel has not received an inquiry according to him.
Please see his e-mail below.

Best,
Jack Shapiro

-----Original Message-----
From: vwemporium EPA (b)
To: Kurt.Immekus@vw.com
Cc: Pugliese.Holly@epamail.epa.gov; Uwe EPA (b) (6)
Sent: Fri, May 7, 2010 10:47 am
Subject: Fwd: New VW and Audi Immobilizer Program GEKO ID request
Hello Kurt,

Maybe they have not returned your call or inquiry because there was not one according to them.
Just in case.
Here is an e-mail from Mr. Bierdümpfel.

Additionally.

Contact information for Uwe Ross.

Uwe Ross
Ross-Tech
Uwe@ross-tech.com
Work 267-638-2300 ext 110

Best,

Jack Shapiro

-----Original Message-----
From: KARLYN16 EPA (b)
To: vwemporium EPA (b)
Cc: Kurt.Immekus@vw.com
Sent: Fri, May 7, 2010 10:29 am
Subject: Re: New VW and Audi Immobilizer Program GEKO ID request
Hello Jack,
Nobody from VW has contacted me about your references.
They are welcome to contact me at anytime.

Best Regards,
Karl
Karl Bierdümpfel

Karlyn Industries Inc.
(845) 351-2249

In a message dated 5/7/2010 10:21:54 A.M. Eastern Daylight Time, vwemporium EPA (b) writes:
Hello Karl,

VW says you haven't given a reference or returned there contact.

Please advise,

best,
Jack Shapiro

-----Original Message-----
From: Immekus, Kurt <Kurt.Immekus@vw.com>
To: vwemporium EPA (b)
Sent: Fri, May 7, 2010 7:43 am
Subject: RE: New VW and Audi Immobilizer Program GEKO ID request
The ID usually takes a couple of weeks, plus I haven't heard back from your references.
Thank You for asking

From: vwemporium E EPA (b) (6)
Sent: Thursday, May 06, 2010 4:55 PM
To: Immekus, Kurt; vwgoa@arvatousa.com; VWoA Tech Info
Cc: Pugliese.Holly@epamail.epa.gov
Subject: Re: New VW and Audi Immobilizer Program GEKO ID request

Hello Kurt, Arvato, Vw-techinfo,

It has been over three days. What is the status of the application for Geko.
Do you require anything else?

Please advise,

Best,
Jack Shapiro

-----Original Message-----
From: Immekus, Kurt <Kurt.Immekus@vw.com>
To: vwemporium EPA (b)
Sent: Fri, Apr 30, 2010 3:17 pm
Subject: RE: New VW and Audi Immobilizer Program GEKO ID request
Thanks Jack
We will begin processing
Regards
Kurt

From: vwemporium E EPA (b) (6)
Sent: Friday, April 30, 2010 3:05 PM
To: Immekus, Kurt
Cc: VWoA Tech Info; vwgoa@arvatousa.com; Pugliese.Holly@epamail.epa.gov
Subject: Re: New VW and Audi Immobilizer Program GEKO ID request

VWGoA,

Arvato,

Techinfo,

Hello Kurt,

You should know this.

One of the documents you sent is corrupt. I was able to fix and print via paint.
The fields were all screwy. I attached a repaired one for you as well in fixed_doc.PNG.

I sent my documents via fax.

Here they are again just in case attached labeled
Jack_Shapiro_LSID_S8MV2T35_NYS_7076062_IRF_403738.pdf

Best,
Jack Shapiro

European Parts Emporium
1001 State Route 17K
Montgomery New York 12549 USA

EPA (b) (6)
845-457-9461 FAX

vwemporium EPA (b)

EPA (b) NYS DMV LICENSE
IRF EPA
FED/NYS Tax ID EPA (b) (6)
NASTF LSID EPA (b) (6)

-----Original Message-----
From: Immekus, Kurt <Kurt.Immekus@vw.com>
To: vwemporium EPA (b)
Sent: Thu, Apr 29, 2010 1:59 pm
Subject: RE: New VW and Audi Immobilizer Program GEKO ID request
Hello,
Fill out the two attached forms and fax them back to the Fax number provided.
Thank You
Erwin Support

From: vwemporium EPA (b)   EPA (b) (6)
Sent: Thursday, April 29, 2010 12:27 PM
To: Immekus, Kurt; vwgoa@arvatousa.com; VWoA Tech Info
Cc: Pugliese.Holly@epamail.epa.gov
Subject: Re: New VW and Audi Immobilizer Program GEKO ID request

Hello VW-Audi Arvato, Kurt, Eddie

I would like my account activated for username and password for my VAS5052 for GEKO

My NASTF LSID # EPA (b)
(6)

My IRF # is EPA

I am currently registered for the older Geko program for remote take over access.

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Please advise of any additional information you require.

Regards,

Jack Shapiro

Euopean Parts Emporium
1001 State Route 17K
Montgomery New York 12549 USA

EPA (b) (6)
845-457-9461 FAX
vwemporium EPA (b) (6)

-----Original Message-----
From: Immekus, Kurt <Kurt.Immekus@vw.com>
To: vwemporium EPA (b) ; vwgoa@arvatousa.com; VWoA Tech Info <TechInfo@vw.com>
Cc: Pugliese.Holly@epamail.epa.gov; Chris.White@mail.house.gov
Sent: Wed, Mar 31, 2010 7:32 am
Subject: RE: New VW and Audi Immobilizer Program GEKO ID request
Hello Jack,
As explained in the communications distributed last year, to get a security ID for the laptop based system you still need to fill out the application forms listed in the 2010 Immobilizer instructions under the reprogramming heading on the home page of the web site. To get a Geko Id for your VAS device which includes access to security features you must participate in the NASTF secure data release model by completing the application for a Locksmith ID.
Thank You
Kurt Immekus

From: vwemporium E EPA (b) (6)
Sent: Tuesday, March 30, 2010 6:35 PM
To: vwgoa@arvatousa.com; VWoA Tech Info; Immekus, Kurt
Cc: Pugliese.Holly@epamail.epa.gov; Chris.White@mail.house.gov
Subject: Fwd: New VW and Audi Immobilizer Program GEKO ID request

Hello Eddie, Kurt, and whom it may concern @ VW-Audi

Kurt I have left you a voice mail @ 4:10PM today in regards to this.

I require a user name and password for both **Pass-thru and the VAS 5052 for GEKO** so please don't be confused.

I own both a VAS 5052 and a ACTIA Pass-Thru XS device.

I am currently registered for the GEKO pin program for 2009 and earler vehicles for remote take over access of my VAS 5052 tester.

This is part 2 of the document provided by the EPA but it is not referenced on your web site with continuity in regards to the VAS testers.

> 2010 model year vehicles and later:
> ○ Immobilizer reprogramming is done directly via the Erwin site and does not require interaction with the fulfillment house and is $29.95 per instance
> ○ The process can either be done with a ***VAS 5052 or a J2534 pass-thru*** cable and a laptop for

shops who do not own the VW specific tool.

o A GeKo ID is required for this process. Aftermarket shops who are already registered will need to re-register with VW, but do not have to pay the $100 fee. A shop who has never registered with VW will need to do so and pay the one time $100 fee.

Eddie I don't understand how you could not understand what I was asking but you can see below the Geko information is to be requested from you for 2010 and newer vehicles from Arvato.

It doesn't include the VAS 5052 so maybe this is where you may have misunderstood me in the prior e-mail.
https://erwin.vw.com/erwin/showVasIndex.do

Again please escalate this matter because I have been requesting this data since 2008 OCT>

I have now sent in two applications to Resolve corp in AUG of 2009 and Dec 2009 with no response.
I also tried in AUG of 2009 to register with the NASTF but they were not ready before you released the program data criteria which you changed anyway.
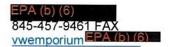I have correspondense from the CEO of the NASTF to back up what I'm saying.

If there is documetation or fees required please advise.

Regards,

Jack Shapiro

European Parts Emporium
1001 State Route 17K
Montgomery New York 12549 USA

EPA (b) (6)
845-457-9461 FAX
vwemporium EPA (b) (6)

Important:
For pre 2010 pass-thru Immobilizer Instructions please read the following document:
VW Revised Immobilizer Service Program for independent Workshops.
For 2010 and beyond pass-thru Immobilizer Instructions, please read and follow the directions below.

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Overview - Introduction
The Anti-theft Immobilizer system on Audi, Bentley, Lamborghini and Volkswagen vehicles, prevents the engine from being started by unauthorized means.
Some vehicle electrical system control modules that monitor or control engine emissions, as well as some related modules, are integrated with the Anti-theft Immobilizer system.
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- Introduction: Before you Begin

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- Devices: Recommended Pass-Thru Devices
- Setup: Immobilizer PC Setup

Step by Step

- o Step 1: Complete Pass-Thru Enrollment Forms
- o Step 2: Install VWGoA Certificate
- o Step 3: Register for erWin
- o Step 4: Download VAS for PC Base Software
- o Step 5: Download VAS for PC Brand Software
- o Step 6: Purchasing a 24 Hour Immobilizer License
- o Step 7: Perform Immobilizer Adaption

Before You can Replace an emission part

Should an emissions related control module that is integrated with the anti-theft immobilizer system require replacement, the new module must be adapted to the anti-theft immobilizer system. Adaptation is required for secure data communication between all vehicle system modules that are integrated with the immobilizer system. Module examples are: Engine Control Module (ECM) and Transmission Control Module (TCM), anti-theft immobilizer control module or instrument cluster, and vehicle keys.

The VAS for PC software enables immobilizer adaptation of applicable control modules on *m.y. 2010 and newer*, Audi, Bentley, Lamborghini and Volkswagen vehicles. Users are guided through the adaptation process via an interactive graphics and text interface.

Requirements for using the VAS for PC software:

- You have enrolled into the program Step 1: Complete Pass Thru Enrollment Forms
- You have received an email from VWGoA that contains a Security ID and Password to access the immobilizer application hosted in Germany
- You have received an email from VWGoA that contains a certificate file (e.g. IndepeDeale.30001.300999.pfx)
- You have installed the certificate onto your PC
- You have obtained a J 2534-1 Pass Thru device Recommend Devices
- You have the JVM 1.4.2_15 or later installed on your PC: For the latest Java update, click http://www.java.com
- Your computer environment meets the requirements outlined in Immobilizer for PC Setup

Recommended J 25434-1 Pass-Thru devices

Pass thru devices are available for purchase from a recommended Manufacturer for registered workshops to perform Immobilizer functions. The Pass Thru devices that have been tested to work with VAS for PC follow:

- Passthru+ XS (Firma: I+ME ACTIA GmbH): Firmware 2.07o, Driver 2.07p
  Available from ACTIA Corp.
  http://www.passthruxs.com or (734) 266-2083
- CarDAQ-Plus cable bundle (Drew Technologies): Firmware 01.09.14, Driver 01.09.16
  Available from Drew Technologies, Inc.
  http://www.drewtech.com or (734) 222-5228
- iFlash 2534 Global Programmer (Bluestreak): Firmware 2.11, Driver 5.20
  Available from Blue Streak Electronics
  http://www.bsecorp.com or (905) 669-4812
  Email at Info@bsecorp.com
- VSI-2534 Vehicle Connection (Dearborn Group Technology): Firmware 1_112, Driver 2_05_22
  Available from Dearborn Group Technology
  http://www.dgtech.com/

Notes:

- Currently, Pass Thru re-programming supports SAE J2534-1 version 4.04 only.
- Please ensure that you have installed the appropriate driver for your Pass Thru device.

- For details read the documentation shipped with your device or contact the manufacturer.

Immobilizer for PC Setup
Minimum System Requirements
PC:

- CPU 1.7 GHZ
- RAM 1 GB
- Graphics 1024x768
- Hard Disk 10 GB Available
- USB USB connection for Pass-Thru-Box
- DVD
- LAN 100 Mb Broadband

Diagnostics:

- J 2543-1 Pass Thru device
- Battery Charger connected to vehicle during adaption

Warning:

- VAS adaption drains car batteries very quickly. If the battery charge depletes before adaption finishes, permanent damage to modules integrated with the immobilizer system could occur.

Software:

- Windows XP Professional (Service Pack 2) OR Windows 2000 (SP 4)
- VAS for PC Base CD or erWIN download (v16.12 or later)
- VAS for PC Make CD(s) or erWIN download (Audi, Bentley, Lamborghini, and/or VW)
- Microsoft Internet Explorer 6.0 SP 2, plus:
  - Microsoft XML Parser 4.0 SP2
  - Adobe Acrobat Reader 5.05
  - Java 2 Runtime Environment 1.4.2_15. For the latest Java update, click http://www.java.com

VAS for PC System Limitations
The VAS for PC application is designed to adapt modules to the anti-theft immobilizer system on MY 2010 or later vehicles only. The software must be run when replacing emissions related parts such as the ECM, TCM, IC, vehicle keys, and the anti-theft immobilizer control module. This software package includes the following product components:

- VAS for PC Base software (Ver. 16.12 or later)
- VAS for PC Make software matching the brand(s) you repair: Audi, Bentley, Lamborghini, and/or VW.

Note:
Using this product for any purpose other than adapting emissions related parts to the immobilizer system is not recommended or supported.
Link to Manuals: Siemens VAS for PC Manual, Quick Reference and Troubleshooting document

Step 1: Complete Pass Thru Enrollment Forms
What's needed?

- You must have a broadband internet connection
- You must be a licensed Independent Workshop with a Windows 2000 or XP computer see minimum requirements

How?

Step 1. Contact: Arvato at (800) 544-8021 or Mail to: vwgoa@arvatousa.com
Arvato will provide you with the following enrollment forms.

- VWGoA Immobilizer Service Application
- VWGoA Network Security ID Request form

Step 2. You must complete and submit the forms along with your business license documentation and a $100.00 Application Fee.
Notes: Your application will be approved within 5 business days of receiving the application fee. If denied, an explanation and full refund will be provided.
For approved applications, there is an additional 72 hour processing period required to issue your workshop a Network Security ID and Password.
An approved registration is good for 18 months from the time of application.
Step 3. Once approved you will receive 3 emails from VWGoA Information.security@vw.com. The emails will contain the following:

- Your VWGoA Certificate (e.g. IndepeDeale.30001.300999.pfx)
- Your Network Security User ID
- Your Network Security Password (sent in a separate email for security reasons)

Step 4. Install the VWGoA Certificate into your Windows Certificate Store Step 2: Install VWGoA Certificate

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Step 2: Install VWGoA Certificate
What's needed?

- You must have received a certificate from Information.security@vw.com.
- You must have administrator access to your PC

How?

Step 1.

- Open the email sent to you from Information.security@vw.com that contains the cetificate file.
- The email attachment you receive will follow a naming convention that looks similar to the following: IndepeDeale.30000.60599.pfx.

Notes about the Certificate Import Wizard:

- On the "File To" Import screen, click Browse to locate the certificate file on your desktop or in the folder you created.

- On the "Password" screen, leave all the fields blank, and then click Next.li>
- On the Certificate Store Screen, check the "Automatically select the certificate store based on the type of certificate"
- Download the VAS for PC software from erWIN Step 4: Download VAW for PC Base Software from erWin

Step 3: Register for erWin
What's needed?

- You must have a broadband internet connection

How?

Step 1. Logon to the erWin site branded for the type of vehicle you repair.

- For Audi, Bentley, and/or Lamborghini, your erWIN site is:
  http://erwin.audiusa.com
- For VW brand vehicles, your erWIN site is:
  http://erwin.vw.com

Step 3. Complete the registration information, and then check the VWGoA terms and agreements stipulated by VWGoA and the erWIN distribution site (i.e. arvato).

Step 4: Download VAS for PC Base Software from erWIN
What's needed?

- You must have previously installed the certificate you received from Information.security@vw.com. See Step 2.
- You must have administrator access to your PC and uninterrupted broadband access to the Internet

  Note: Alternatively, you can order a CD from arvato by calling 800 544-8021 or requesting a CD by email (vwgoa@arvatousa.com).
- You must have previously installed JVM 1.4.2_15 on your PC to update your Java version, click http://java.com and select Free Download.

How?

Step 1. Open the erWIN website dedicated to the brand of vehicle your workshop repairs.

- If you repair VW cars, click http://erwin.vw.com
- If you repair Audi, Bentley, or Lamborghini cars, click http://erwin.audiusa.com

Step 2. Click Reprogramming from the menu on the right-side of the page (Audi) or top of the page (VW), and then double-click the *"Immobilizer SW Download"* option:

Notes about Base Software Installation:

- In the figure above, the latest version is "Adaption Functions, base data version V16.12". Yours might be different
- When browsing for a folder to download the software into, remember where it is located. You'll need to find it to later to install the VAS for PC software onto your PC

Step 4. Locate the folder where the software was downloaded, and then double-click the file to start the VAS for PC Base CD installation process.
The installation process should look similar to the following:
Notes:

- There might be as many as 3 items placed on your Windows Desktop and Start Menu. The icon you want is labeled, "Adaption functions," which will run the VAS for PC software
- For information on the other items you see (e.g. VC Configurator and DTS folder), refer to the VAS for PC manual

Step 6. Return to erWin website and download the brand software modules that correspond to the types of cars you repair. Step 5:Download VAS for PC Brand software from erWIN

Step 5: Download VAS for PC Brand software from erWin
What's needed

- You must have previously installed the certificate you received from Information.security@vw.com Step 2: Certificate Installation
- You must have downloaded and successfully installed the VAS for PC base software Step 4: Download VAS for PC Base Software from erWin

How?
Step 1. To install the Brand CD, open the erWIN website dedicated to the brand of vehicle your workshop repairs.

- If you repair VW cars, click http://erwin.vw.com
- If you repair Audi, Bentley, or Lamborghini cars, click http://erwin.audiusa.com

Step 2. Click Reprogramming from the menu on the right-side of the page (Audi) or top of the page (VW), and then click the *"Immobilizer SW Download"* option:

- When browsing for a folder to download to, remember where it is located. You'll need to find it later to install the VAS for PC software onto your PC.

Notes about Brand Software Unzipping

- Many files will be added to the folder you choose. Remember this folder because you'll need it later when you add brand adaption functions to your VAS for PC software.

Step 8. If you're ready for immobilizer adaption, purchase a license from the erWin web site. Step 6: Purchasing a 24 Hour Immobilizer License

Step 6: Purchasing a 24 Hour Immobilizer License
What's needed?

- You must have previously installed the certificate you received from Information.security@vw.com Step 2: Intsall VWGoA Certificate
- You must be a registered erWin user Step 3: Register for erWin
- You must have received an email from Information.security@vw.com containing a Network Security ID and Password
- You must have downloaded and successfully installed the VAS for PC base software Step 4: Download VAS for PC Base Software from erWin
- You must have downloaded and successfully installed the VAS for PC brand software Step 5: Download VAS for PC Brand Software from erWin

How?

Step 1. Logon to the erWin website dedicated to the brand of vehicle your workshop repairs.

- If you repair VW cars, click http://erwin.vw.com
- If you repair Audi, Bentley, or Lamborghini cars, click http://erwin.audiusa.com

Step 2. Click Reprogramming from the menu on the right-side of the page (Audi) or top of the page (VW), and then click the *"Immobilizer License Order"* option:

Step 3. Select the duration of the VAS for PC license you want to purchase from the drop-down menu provided. At this time, the only duration available is 24 hours.

Step 4. If you have a MY 2010 vehicle ready for immobilizer adaption, see Step 7: Perform Immobilizer Adaption

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Step 7: Perform Immobilizer Adaption
What's needed?

- You must have previously installed the certificate you received from Information.security@vw.com Step 2: Install VWGoA Certificate
- You must be a registered erWin user Step 3: Register for erWin
- You must have received an email from Information.security@vw.com containing a Network Security ID and Password
- You must have downloaded and successfully installed the VAS for PC base software Step 4: Download VAS for PC Base Software from erWin
- You must have downloaded and successfully installed the VAS for PC brand software Step 5: Download VAS for PC Brand Software from erWin
- You must have a valid 24 Hour immobilizer reset license Step 6: Purchasing a 24 Hour Immobilizer License
- You must have a *MY 2010 or later vehicle* repaired and attached to the VAS for PC computer you are using.

How?

Step 1. Follow the adaption immobilizer instructions described in the VAS for PC Quick Reference document..
Note:

- If you need more information on how the VAS for PC software functions than what is covered in the Guided Tour document, refer to the VWGoA VAS for PC Manual.

-----Original Message-----
From: vwemporium EPA (b)
To: vwgoa@arvatousa.com
Cc: Pugliese.Holly@epamail.epa.gov; Chris.White@mail.house.gov; techinfo@vw.com
Sent: Tue, Mar 30, 2010 11:49 am
Subject: Re: New VW and Audi Immobilizer Program GEKO ID request
Hello Eddie

This is correct. But not without remote access and not for 2010 vehicles or newer

I however don't have a GEKO username and password for the VAS 5052 for 2010 and newer vehicles or earlier.

Could you please provide so I may perform tasks like other independents are claiming they now have access to without remote access appointment.

It is also what has been being promised since 2008 but has never been made available.

Could you please call me. @ EPA (b) (6)

I have contacted Kurt Immekus directly, he had claimed it didn't exist. Like he did to the person I spoke to last night which is an independent GEKO user without restriction, he claims now but took him six or better months to get and it recently appeared in Jan of 2010 after contacting someone here at Arvato/VW-Audi complaining.

Please provide Username and password or requirements to achieve this task.

Best,
Jack Shapiro

-----Original Message-----
From: Mailbox, Volkswagen, arvato digital services llc <vwgoa@arvatousa.com>
To: vwemporium E EPA (b) (6)
Sent: Tue, Mar 30, 2010 11:23 am
Subject: RE: New VW and Audi Immobilizer Program GEKO ID request
Hello Jack,

Thank you for contacting the Volkswagen / Audi Technical Literature Ordering Center.

I am afraid I do not understand your request. If you are requesting login credentials in order to place orders for Immobilizer or Radio codes, please note that you are not required to login. My records indicate that you are actively enrolled in the program, and are able to place orders as needed for future code adaptations. To do this, please simply follow these steps:

1. Access the Literature Portal that corresponds to the Make of the vehicle your would like a code for- either https://www.vw.techliterature.com or https://www.audi.techliterature.com
2. Click to "Enter Consumer Website"
3. In the "Keyword Search" field, enter "radiosupport" and click "Search"
4. Add the search result to your cart, and click next to complete the ordering process

Each order instance will cost $29.95 and is payable by credit card.

Please feel free to respond to this message if I have not addressed your inquiry, if you need further assistance, or with any further questions.

Best Regards,

Eddie

Volkswagen / Audi Technical Literature Ordering Center
vwgoa@arvatousa.com

From: vwemporium EPA (b) (6)
Sent: Tuesday, March 30, 2010 6:49 AM
To: Mailbox, Volkswagen, arvato digital services llc
Cc: Pugliese.Holly@epamail.epa.gov; techinfo@vw.com; Chris.White@mail.house.gov
Subject: Fwd: New VW and Audi Immobilizer Program GEKO ID request

Hello Arvato USA on behalf of VW-Audi of North America.

I require a username and password for GEKO and SVM to support the functions of my VAS 5052 Tester.
I have attached the correspondence from the EPA in regards to what is required.

I am already a GEKO user and have been on the PIN program from the start of it.

My tester # is registered with VW-Audi.
I am exempt from the 100USD fee for application as I am a life member.

Please provide detailed instructions and what is required if any other fees in order to expedite the process as VW has changed companies from Resolve Archway to you.

The process was detailed in July of 2009, was not active with the attributes changed for the NASTF with a dead end/ Documented.
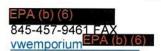The process with links from VW techinfo@vw.com were not active at time of e-mail sent below in 2009 of DEC./Documented.

I have been requesting a username and password for GEKO since 2008 Oct>

Regards,

Jack Shapiro

European Parts Emporium
1001 State Route 17K
Montgomery New York 12549 USA
NYS DMV Repair LIC # EPA (b)

EPA (b) (6)
845-457-9461 FAX
vwemporium EPA (b) (6)

-----Original Message-----
From: Pugliese.Holly@epamail.epa.gov
To: vwemporium EPA (b)
Cc: Chris.White@mail.house.gov
Sent: Thu, Jan 7, 2010 3:10 pm
Subject: Re: Fwd: update on EPA discussion with VW

Mr. Shaprio. Attached is a summary of EPA's finding regarding the VW issues that have been raised to us. In short, we do not believe that VW is in violation of EPA's service information regulations based on the the information we have been provided to date. Please read through this and if you have any questions or additional information you would like us to consider, please let me know.

Regards,

Holly Pugliese
US EPA

From:	vwemporium EPA (b)
To:	Holly Pugliese/AA/USEPA/US@EPA
Cc:	Chris.White@mail.house.gov
Date:	12/28/2009 01:53 PM
Subject:	Fwd: update on EPA discussion with VW

-----Original Message-----
From: VWoA Tech Info <TechInfo@vw.com>
To: EPA (b) (6)

EPA (b) (6)
Sent: Wed, Dec 2, 2009 10:03 am
Subject: New VW and Audi Immobilizer Program
To: All VW and Audi Registered Independent Repair Shops.
Subject: New Immobilizer Program
Effective Immediately Resolve / Archway will no longer be accepting Immobilizer Adaption requests.
Volkswagen and Audi has a new vendor for these services, Arvato. As a result the process has changed.
 Obtaining an immobilizer adaptation requires access to a tester configured with a certificate for use with the GeKo system, a high speed internet connection and additional information identifying both the vehicle and workshop to maintain security. The adaptation is only valid for the vehicle it is being performed on at the time it is being performed. The certificate download to your e-mail address will occur within a half an hour of the adaptation request.
1.   Registered workshops: request an immobilizer adaptation by purchasing on-line through:
www.vw.techliterature.com/consumer/home.aspx or
www.audi.techliterature.com/consumer/home.aspx
Open the web site and select "Consumer Portal", Enter "Diagnostics" in the literature type. Do not fill in any of the

2.	When in the VW site, search for code VWIMMRADIOSUPPORT.
3.	When in the Audi site, search for code AUIMMRADIOSUPPORT
•	Immobilizer adaptation fee of $29.95 will apply for each adaptation ordered by the workshop.
4.	Upon checkout, you will receive an acknowledgement email that the order is in process.
5.	Arvato will call the independent shop to request the Vehicle VIN# and other important information.
•	Hours of operation are 7AM to 5PM PST
6.	Arvato Immobilizer Support immediately contacts VWGoA with an immobilizer adaptation and certificate download request
7.	VWGoA calls the requesting registered workshop and completes the adaptation procedure.
•	If the vehicle has been reported as stolen, no immobilizer adaptation will be given
For complete program details, please see the attached document.
Thank you
Volkswagen / Audi Immobilizer Support

<<Pre 2010 Immobilizer Service Program for Independent Workshops.pdf>>